

What is CapStat?

An Overview

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Office of the City Administrator
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A Few Key Main Tenets

1. Presence of the chief executive or designee
2. Careful selection of participants: Across agencies and hierarchies
3. Clarity of purpose: A clear, issue-specific discussion that focuses on the effectiveness of strategies/choices
4. Consequences: Decisions are made, performance is evaluated during the session
5. Central role of data analysis verified by a third party
6. Regularity of meeting and relentless follow-up

The “Little Things” Also Make a Difference

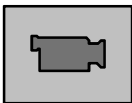
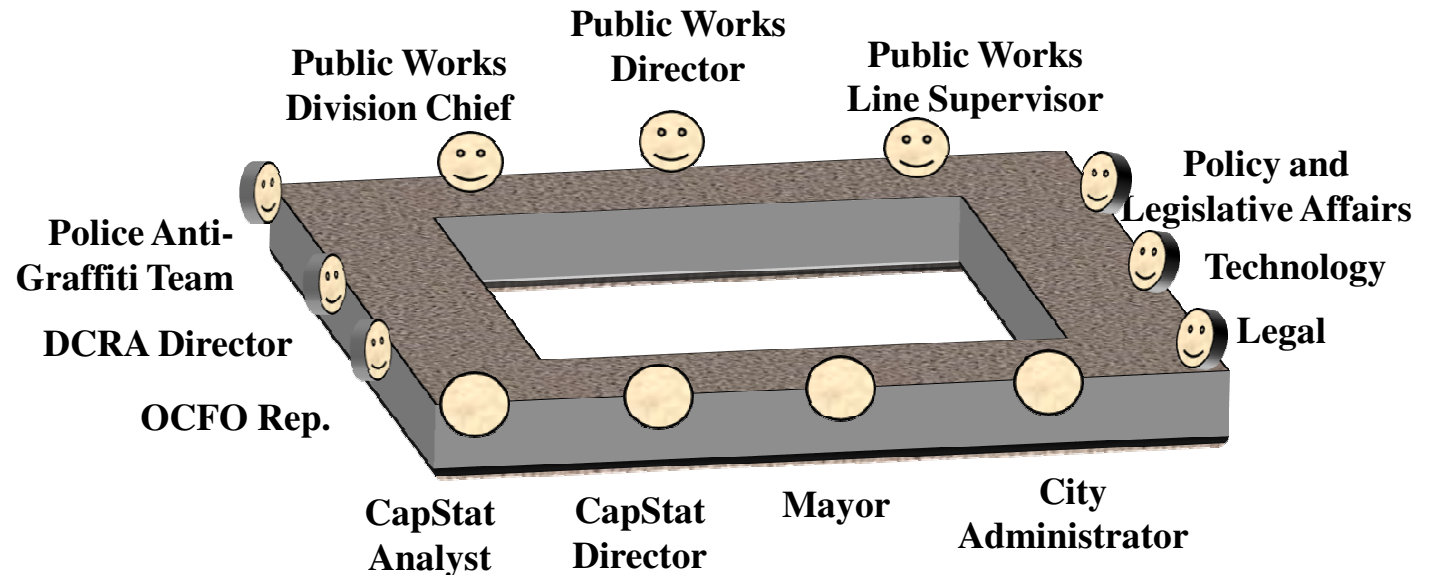
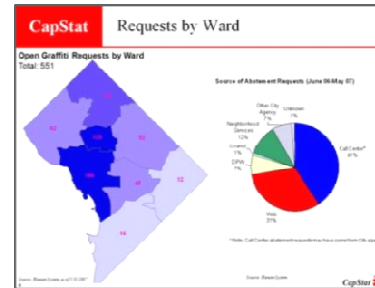
- Theater and symbols (i.e., deliberate, albeit manufactured, formality)
- Collaboration vs. the “hot seat”
- The same room
- High value placed on data visualization and presentation
- Consistency of presentation “look and feel”
- Consistency of session length (almost always 60 minutes)

CapStat:

Room Setup – Graffiti Example

Rules

- Honesty
- 60 minutes
- Everyone participates
- Always come back to a topic
- Ends with summary of commitments



- Sessions videotaped, but aren't broadcast live; can edit out sections prior to airing
- Sessions not open to public, but reps from government agencies can attend

Accountability = Ownership of Results

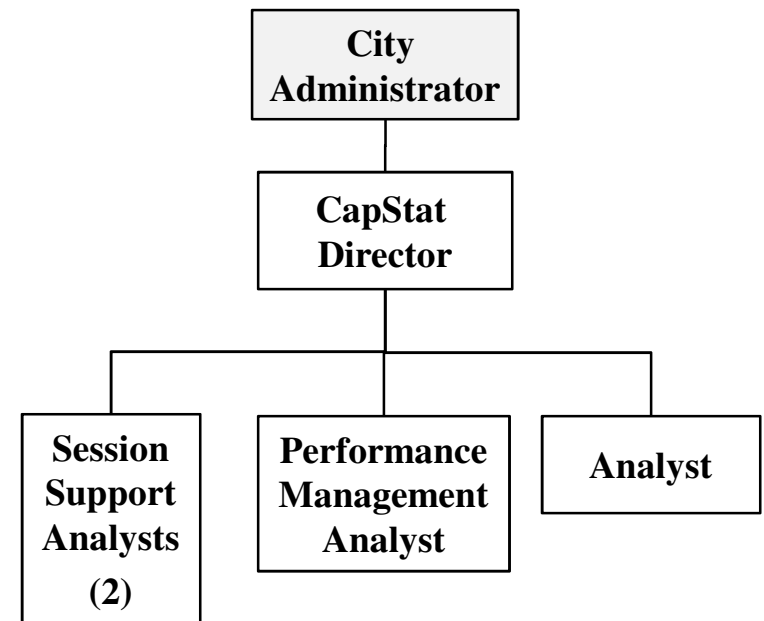
CapStat: What is CapStat?

CapStat is a performance-based accountability program that identifies opportunities to make District government run more efficiently, while providing a higher quality of service to its residents.

The program is modeled after Baltimore's CitiStat but is tailored to the needs of the District of Columbia. CapStat focuses the attention of government on improving performance in high priority issues that cut across agency boundaries.

This process takes form in CapStat accountability sessions. For one hour, the Mayor and City Administrator bring into one room all executives responsible for improving performance on an issue, examine performance data and explore ways to improve government services, as well as make commitments for follow-up actions.

CapStat Team



Mayoral Sessions

- Topical, cross-cutting issues
- Focused on ratcheting up expectations

City Administrator Sessions

- Agency-focused
- Review of regular data sets
- Focused on efficient operations

CapStat: Issue-Based Stat Program

Issues	Agencies						
	MPD	DDOT	DOES	OUC	DCRA	DPW	OCFO
Graffiti	✓				✓	⊙	✓
Violent Crime	⊙	✓	✓				✓
Customer Service		✓		⊙	✓	✓	✓
Snow Removal		⊙				✓	✓

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CapStat: Agency-Based Stat Program

Issue View	Agency View		
	Agency A	Agency B	Agency C
Issue 1	Program 1	Program 1	Program 1
Issue 2	Program 2	Program 2	Program 2
Issue 3	Program 3	Program 3	Program 3
Issue 4	Program 4	Program 4	Program 4

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